Solicitation: RFP 5600 GAZ3010REBID   Addendum No: 4   Date of Addendum: 8/5/21

I.   **Questions**:

1. **Can you elaborate on the existing (roughly) 7,000 Property and Easement records? Are they in full-text PDF format and need to be abstracted into data or are they already abstracted? Are they in a consistent format to easily pull Payment Schedules, Clauses Options and Terms or will abstract services be needed to put PDFs/Hard Copies into standard format?**

    Answer: For the scope of this project, the primary department's property and easement records existing as records in existing solutions and databases. As a result, abstraction from PDFs or physical files is not necessary.

2. **There is a specific call-out of a desire to integrate with the City's financial system. However, the Current System State (section 3.1) does not attribute any particular solution in this area. Can you elaborate on what financial/GL solution is used by the City of Austin?**

    Answer: CGI Advantage Financial

3. **Is there a specific HRIS solution that is used by the City of Austin that houses Employee data?**

    Answer: Out of scope.

4. **Are there any specific security reuqirements?**

    Answer: Yes, in addition to security requirements laid out on the RFP package see details from Addendum 02:

Cloud providers can provide many types of attestations to show compliance with City controls. A SOC II Type II is the most common for data centers, evidence from the implementation of regulatory controls can vary between providers and regulators, and FedRamp Moderate/High environment would have many artifacts and provide a customer responsibility matrix (Please note that the City would need to implement the controls identified in the customer responsibility matrix). In addition to the SSAE-18 report we are often provided artifacts from certifications like ISO and CSA-STAR (both independent and self-assessments).

For Financial projects the City requires vendor compliance with both FACTA and PCI requirements (where applicable for the solution). Data handling controls, like those that geographically restrict and encrypt data in transit and data at rest are commonly found in the SOW as customer requirements as well as in the vendor's regulatory or industry guidance.

5. **Is there a requirement for the lease accounting solution to be GASB Compliant? Has the city identified or are in the process of identifying leases that require GASB treatment and do they have a team that understands the GASB guidance or is there a need for financial consulting services and guidance for lease treatment advise?**

    Answer: Yes, see the Scope of Work in the bid package, section 4.2.1.vii., item 53, Finance and Account, the solution needs to be compliant with GASB and the upcoming GASB 87 changes.

6. **Aside from Property and Easement records, does the city track and manage Asset Leases? If so, (roughly) how many, and are they abstracted or are they in PDF/Hard Copy format?**

    Answer: For the scope of this project, the primary department does not track or manage asset leases.

7. **Is there a need for on-going lease abstraction services beyond go-live?**

    Answer: No, assuming our property agents can create a new lease abstract for each new lease agreement.

8. **How is the City of Austin utilizing ESRI/GIS capabilities today?**

    Answer: The City maintains a number of GIS databases and layers across departments. For the scope of this project, the project department maintains a main set of layers to record the City's fee-simple properties and easements.

9. **Is there a need for Facilities Assessment capabilities.**

    Answer: For the City-owned buildings, there could be a need for facility assessment capabilities. Not for the leased facilities.

10. **Is there a desire to implement an IoT Solution for near real-time facilities data?**

    Answer: No.

11. **What system is used to understand how space is utilized in various facilities?**

    Answer: Currently, the City uses Microsoft Excel spreadsheets and small SQL-based databases.

12. **Is there a desire for a reservation solution for space, asset, fleet, parking space, public area reservations?**

    Answer: No.

13. **With data spread across so many systems, what does the reconciliation process look like today?**

    Answer: Our inventory of fee-simple properties synchronizes with our GIS layer through a process setup by the City's IT department using unique record IDs and field flags.

    Other data is manually reconciled in different files and small SQL-based databases by members of the City department.

14. **How is Fair Market Rent Study being managed now? Is the output a compilation of data from many sources? If so, what sources? Can you provide a sample?**

    Answer: From one source, the Fair Market Rent Study report.

15. **How are appraisal reports created today? Can you provide a sample?**

    Answer: The appraisal reports are created by an independent third-party. Generally speaking, the City does not share appraisal reports.

16. **Does the City of Austin have floor plans in CAD or REVIT for all of their properties and facilities?**

    Answer: No, the City does not have floorplans for all properties and facilities in CAD or REVIT.

17. **Do you have an example of an inter-local agreement?**

    Answer: Generally speaking, the City does not share inter-local agreements.

18. **Please elaborate on "Special Projects"? Can you provide an example?**
    a) Are these Capital or Facilities projects?
    b) Is there funding tracking involved?

    Answer: The Special Projects may involve many different types of agreements and activities. From temporary occupancy agreements, alternative care sites (ACS), hotel or shelter acquisitions, special-use properties or spaces. These could be Capital and Facilities projects, but these will be Facilities projects most of the time. The type of funding tracking is the same as for lease agreements and Temporary Use Agreements.

19. **Please elaborate on the "Workload Management, Analysis, and Forecasting" requirement. Workload typically relates to the Operations and Maintenance area which is being managed in Maximo?**

Answer: The City department is referring to assigned workload for its employees, such as Property Agents, Appraisers, etc.

From Addendum 02:

> The City is interested in reports that show assigned workloads, capacity, and forecasting based on the number and type of assigned work. For example, let's say a Property Agent can be assigned three (3) types of tasks: Active, Pending, and On hold. An agent can handle approximately 25 Active tasks at one time with each Active task taking approximately 6 months to complete. Each Active task will have various start dates. Pending and On-Hold tasks will become Active tasks at various future dates. Based on the type of task and anticipated start and completion dates we seek notifications, reports, and dashboards to highlight employees at capacity, overutilized, and underutilized.

20. **Are maintenance requests managed in Maximo? There are a few requirements such as Emergency/After-Hours Support and we're hoping for some additional context related to Functional Requirements.**

Answer: The City department for this RFP does not manage maintenance requests in Maximo. At this time, requests are handled directly by responsible parties from the department and assigned property agents.

21. **There is a technical requirement for Event Triggers. Can you elaborate on the types of events and what action is expected when these events happen?**

Answer: Basic logic and definable parameters within the application that when certain conditions are met, specified actions take place. For example, with lease tracking and management, the Leasing team should receive an automatic notification and report for all leases expiring in a defined period (e.g., all leases expiring in the next 90-days). Similarly, if a property has an environmental report indicating the presence of asbestos in a building, workorders for that site should call out that asbestos may be present and abatement or special protections may be required.

22. **There is a Mandatory Requirement for Work Orders. Are work orders managed by Maximo?**

Answer: The City department for this RFP's does not use Maximo for work orders. At this time, requests are handled directly by responsible parties from the department and assigned property agents.

23. **Total number of Integrations? List of integrations- Send, Receive, send & receive.**

Answer: The number and type will depend on the solutions capabilities and an IT security review.

24. **Is there a desired number of productions, development, testing environments?**

Answer: One (1) each for production, development, and test.

25. **Please define Access to the "public portal" to view invoices, submit work orders, etc for External Mobile users? How many(estimate) would be logged in at any given time?**

Answer: By access, the City means the ability for the users to interact with pertinent information (ideally) through a website for the solution, based on their account type and defined permissions. Interactions would include things like logging in with their individual credentials (either system-based or through an authorized SSO provider); reviewing account settings; review invoices related to their account; creating, submitting, and reviewing work orders (i.e., forms collecting information about service, repairs, maintenance, etc. required at their associated properties and sites); and access other basic solution functions appropriate for their account.

We cannot estimate concurrent logins at this time.

26. **For the 300x External Users: We need to understand what they mean by "public portal". Does it already exist? Will it exist outside of the solution?**

Answer: In basic terms, a secure web site that is managed, maintained, and an integrated part of the proposed solution, specifically providing access for users through a public URL. This is not something the City currently has, nor is this something we will be building for a vendor to be tied-in at a later point in time.

27. **For the 300x External Users: What type of workorders will these users be submitting? What departments will be receiving the workorders? Will this require an integration with Maximo if the workorders are for operations and maintenance departments?**

Answer: Workorders for issues related to maintenance, service, and requests at City-managed properties and sites. The receiving department or party will vary depending on the location and arrangement, whether the City is the maintenance provider or if it's handled by a third-party, and should be definable as part of the overall workorder system through automated routing or assignment based on location details.

This will not require integration with Maximo.

28. **For leases/data migration: Does the city currently abstract a lease's clauses, options, and/or terms into a spreadsheet, database, existing application? Does the city plan to migrate these details into the new solution?**

Answer: Lease details are manually abstracted and stored into internal spreadsheets and small SQL-based databases.

The City expects this information to be migrated into the new solution, by the provider's data migration services or professional services team, as noted in the SoW.

29. **For leases/data migration: Does the city have a desire for the solution to track leases where the city is a tenant and makes payments?**

Answer: Yes.

30. **For leases/data migration: What level of detail (i.e. payments, clauses, options, terms, transaction, etc.) does the City require to be migrated for expired/terminated leases?**

Answer: The City department is interested in migrating the following:

o Check Mailing Information
o Invoice Date
o Invoice Number
o Service Date From
o Service Date To
o Vendor Code
o City Tenant or Location
o Department File Number
o Charges (Multiple)
o Payment Description (Multiple)
o Funding Number (Multiple)
o Amount (Multiple)
o Expires [Date]
o Current Rent Term
o OPEX Term
o Department/Suites
o Percentage Share
o Square Footage
o Rent Per Square Footage
o Monthly Rate
o Estimate OPEX Per Square Footage
o Monthly OPEX
o Next Rent Term [Date Span]
o Next Rent Term Rate Per Square Footage (Multiple)
o Total Amount
o [File Attachment]
o [Wire Transfer Details]
   ▪ Bank Name
   ▪ Bank Address
   ▪ Account Name
   ▪ Account Number
   ▪ Contact Name
   ▪ Contact Phone Number
   ▪ Contact Email Address
o [City Users Working on Lease]
   ▪ Employee Name and Title (Multiple)
   ▪ Reviewer
   ▪ Approver

II. **ALL OTHER TERMS AND CONDITIONS REMAIN THE SAME.**

ACKNOWLEDGED BY:

_____   _____   _____
Name   Authorized Signature   Date

RETURN ONE COPY OF THIS ADDENDUM TO THE PURCHASING OFFICE, CITY OF AUSTIN, WITH YOUR RESPONSE OR PRIOR TO THE SOLICIATION CLOSING DATE. FAILURE TO DO SO MAY CONSTITUTE GROUNDS FOR REJECTION.